OSTENDO

One system • **Complete** operations

Job Costing

Features & Capabilities Paper

Ostendo's job costing capabilities provide complete control over project-based work, from simple 'do and charge' service calls through to complex fixed-price contracts with progress claims and retentions. This guide explores how Ostendo helps trades, contractors, and service businesses track costs, manage margins, and maintain profitability across all their jobs.

Job Types & Styles

Ostendo uses the concept of Job Types to classify and control how different categories of work are handled. You might define separate Job Types for Service, Installation, Internal Maintenance, or Project Work—each with its own behaviours and accounting treatments.

Each Job Type can control the style of job: Cost Only for internal tracking, Do and Charge for time-and-materials billing, Progress Claim for milestone-based invoicing, Customer Asset Service or Company Asset Service for equipment maintenance, and Rental for hire arrangements. The Job Type also determines whether Work-In-Progress (WIP) is maintained or costs are immediately expensed.

> **Job Templates** linked to Job Types allow you to pre-populate planned job lines, ensuring consistent estimating and reducing setup time for common job patterns. Templates can include standard labour, materials, and overhead allocations.

Job numbering can be manual or automatic with optional prefixes, allowing you to maintain meaningful job reference systems. Revenue and Cost of Sales accounts are controlled by Job Type, ensuring correct financial posting without manual intervention.

Planning & Budgeting

Effective job management starts with good planning. Jobs can have Planned Costs and Quantities entered at creation, establishing the baseline against which actual performance will be measured. This enables comprehensive back-costing analysis once work is complete.

Separate Job Tasks allow work to be split into different sequences or phases. This is particularly valuable for larger projects where you need to track costs and progress at a more granular level than the overall job.

> **Job and Project Budgets** provide comparison views of Budgets versus Actuals, giving managers immediate visibility into cost performance. Full Job Totals including Actuals versus Planned and WIP are maintained in real-time.

Jobs can be linked to Projects, allowing consolidation of multiple job totals at a project level for reporting purposes. This hierarchical structure supports complex engagements where multiple discrete jobs contribute to a larger client project.

Quoting & Conversion

Job Quoting offers multiple layout presentation options including the ability to incorporate photos—essential for trades and contractors who need professional-looking proposals. Unlimited quote revisions can be created and maintained until the quote is either converted to an order or marked as lost.

Quotes have expiry dates with options to follow up before expiration. When a quote is converted, warnings can highlight differences in cost or sell prices, or changes to item attributes that might affect margins since the quote was created.

> **Win/Loss Tracking** records conversion outcomes with reasons, enabling analysis of quote success rates and identification of patterns in lost work. User-defined Tracking Codes and colours help manage the quote-to-order pipeline visually.

Quote and Order lines can include Inventory Items, Labour Codes, Kitsets, Supplier Catalogue Items, Non-Inventory Charges, or Custom Configured products. Multiple input methods—Drag & Drop, Batch Select, predefined lists, or single line entry—accommodate different workflows.

Pricing & Invoicing

Ostendo supports extensive pricing policies including unlimited Price Levels, Discounts, and special pricing with effectivity dates. The Order Pricing Matrix allows rules to automatically insert lines under specific circumstances—for example, order three widgets and receive a fourth free or discounted.

For longer-term contracts, Progress Claims and Retentions provide structured billing against milestones. Claim invoices can be raised and invoiced costs controlled before actuals are posted—supporting deposit claims and staged payment arrangements.

Consolidated Invoicing by project allows multiple jobs linked to a single project to be billed on one invoice. A separate 'Bill To' customer enables centralised billing to head offices while maintaining job-level detail.

Multi-currency support means all job costs are stored in local currency, but invoicing can be in foreign currency when required. Costing methods include Standard, Average, Actual, Last, Buy Price, or calculated approaches.

Time & Labour Capture

Shop floor data collection supports time capture initiated by barcode, keyboard, or touch screen. Timesheets record employee Direct Labour along with Fixed and Overhead Cost Recoveries, ensuring complete cost capture.

Timesheet Interpretation runs a routine over timesheet batches that re-interprets time entered by users, applying Break Time and Overtime rules automatically. This enhances costing accuracy without requiring employees to manually distinguish standard time from overtime.

Subcontractor Deployment via Mobility sends jobs directly to subcontractors, allowing them to record their time and claims. Timesheets return to Ostendo for approval and posting, with optional buyer-created invoices. This allows job costs to be posted before receiving the supplier's invoice.

Mobile & Field Operations

Job deployment to Mobility uses a graphical Assignment Board, or jobs can be sent directly to a Team or specific Employee. This flexibility supports both scheduled dispatch and ad-hoc assignment of field work.

Standard Mobility functions on Android and iOS include issuing materials to jobs, timesheet entry for individuals, teams, or subcontractors, real-time inquiries, and creation of job quotes and orders. Scanning capability speeds data entry and improves accuracy.

Configurable Data Capture supports compliance, QA, and any job-related information including predefined and dynamic checklists, photos, audio notes, signatures, typed notes, and order status updates.

B2B capability provides a customer portal for logging jobs, while Hazard information can be displayed to mobility users with the ability to record new hazards discovered on site. Manufacturing or Purchase Orders can be generated directly from jobs when additional materials are needed.

Documentation & History

Any electronic document or image can be linked to a Job Order or component within it. This centralised document management ensures all job-related files—specifications, site photos, permits, correspondence—are accessible from the job record.

Unlimited date/time stamped and categorised History Notes provide a complete audit trail of job activity. Hazards defined from Job Types or added to specific jobs alert staff before work begins, with hazard information flowing through to mobile users.

User Defined Tracking Codes at order task or header level provide flexible categorisation for reporting and workflow management. Stock reservations allow inventory to be earmarked for specific jobs before physical issue.

Auto-creation of warranty and asset service records upon item issue ensures post-job obligations are captured automatically. Simple Rentals and Hire capability extends job costing to equipment hire scenarios.

Ready to take control of your job costing?

Contact your local Ostendo Consultant to discuss how these capabilities can be configured for your specific business requirements.

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